

JIMMY TUCK

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Skills and Qualities

- Quick learner
- Highly motivated
- Proficient with MS Office, web development and various other forms of technology
- Excellent problem-solving skills
- Exceptional research and deep diving skills

Work Experience

Amazon Web Services (AWS) (Nov 2017 - Present)

Duties

Providing customer support to AWS customers through email, chat and telephone. The queries I assist customer's with can range anywhere from billing all the way to technical support. Reaching targets for productivity, customer satisfaction (CCR) and quality all while maintaining a low negative response rate (NRR).

Accomplishments

- AWS Certified Cloud Practitioner.
- Wrote a small article on how to change your storage class in S3 to assist my colleagues in Customer Service, which was then published in the internal knowledge base within my first 3 months in this role.

Sky Ireland (Apr 2016 – Nov 2017)

Duties

Delivering excellent customer service to Sky customers through telephone and email interaction. Providing technical support to customers for our Broadband, Talk & TV as well as handling billing queries. Hitting customer satisfaction, sales and productivity targets that are set out on a monthly basis.

Accomplishments

- Role Model for new hirer intakes into service.
- Coaching for the full-time line of Academy.
- Wrote technical easy-to-follow steps for the internal knowledge base after the service department was upskilled in using a new troubleshooting tool.
- Achieved all targeted KPI's at the end of Sky's financial year.

Mercury Engineering (Feb 2013 - Apr 2016)

I worked as a plumber with Mercury Engineering. My skills and duties include; installing high purity stainless steel pipe, GB pipe, and PVC pipe, copper pipe, reading isometric drawings and performing general plumbing tasks.

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TC Plumbing & Heating (Apr 2015 – Aug 2015)

While on lay-off from Mercury I worked here for a couple of months. My duties were 1st fixing in new build houses which included fully installing heating systems, piping cold water storage tanks, showers and hot and cold water systems. I also did 2nd fixing which comprised of fitting radiators, kitchen sinks, toilets and wash hand basins.

Education

Code Institute (2018 – Present)

I'm currently studying Full Stack Software Development with the Code Institute. It consists of learning several Front End and Back End languages, tools and technologies. Throughout the course, as you learn many different languages, you also work on projects to ensure the theory is being put into practice. I push all of my code and projects to my personal GitHub account - <https://github.com/jtuck15>. Some of the languages/tools I am currently learning are Python, JavaScript, jQuery, HTML5, CSS3, Django, Git, Github, CLI plus a couple more.

IT Blanchardstown (2009 – 2012)

I finished my degree in May 2012 and graduated with Pass with Merit – Grade 1 with a GPA of 3.00 studying Sports Management and Coaching. It's 50% sports and 50% business so it was a tough course balancing the work between the two. I studied many different subjects within my course, including, Business Management, Information Management, marketing which consists of such things as Human Resource Management, Law and Business Communications.

Pobalscoil Neasáin (2003 – 2009)

Leaving certificate results available upon request.

Interests:

- Working out and playing football
- Learning new computer/web related technologies

Achievements:

- I implemented sales techniques to the new Sky Academy which led to them achieving the highest ever sales recorded over 4 weeks for a new hire group.
- I have achieved many medals and trophies playing football. My most memorable trophy I have won was when I captained the NDSL Dublin squad to victory in the Top Oss cup in Holland.

References:

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